Infrastructure as a Service

Etan Industries, LLC provides a broad range of cloud solutions, based on enterprise level Infrastructure-as-a-Service. Etan Industries, LLC works closely with customers to define, design and implement customized solutions according to their needs.

Data Center Locations

Etan Industries, LLC uses only US-based data centers to host customer systems and data. Therefore, all customer data will be contained entirely within the contiguous United States at any point in time.
For customers who prefer to locate all their systems and data entirely in Texas, Etan Industries, LLC offers:

- o A Main Data Center that is a Tier 4 (highest level possible) facility in Dallas, Texas. It hosts all production systems for our customers.
- o A Secondary Data Center in Dallas, Texas that is used for disaster recovery, and hosts development and test systems, or less critical systems for our customers.

For customers who prefer to have geographical diversity for their disaster recovery plan, Etan Industries, LLC also offers a Disaster Recovery Data Center in a Tier 4 facility out of state, within the contiguous United States.

Pricing

The price of hosting (e.g., rack-space, power, air conditioning) is included in the price of the other services offered; therefore Etan Industries, LLC is not charging separately for hosting.

Also included in the price of services are:

- Bandwidth consumption up to 10 Mbit per second
- Firewall, switches, network security mechanisms

Infrastructure as a Service

Service	Customer Discount
Virtual Server	30%
Virtual vCPU	40%
Virtual Memory	50%
OS- Microsoft Windows Server 2008 R2 Standard (SPLA)	20%
OS- Microsoft Windows Server 2008 R2 Enterprise (SPLA)	20%

DB- Microsoft SQL Server 2008 R2 Standard (SPLA)	20%
DB- Microsoft SQL Server 2008 R2 Enterprise (SPLA)	20%
OS- Red Hat Enterprise Linux for Servers	20%
OS- SUSE Linux Enterprise	20%
Extreme Performance Enterprise Storage (Tiered Storage)	50%
Performance Enterprise Storage (SAS)	40%
Standard Enterprise Storage (SATA)	30%
VPN Licensing	25%
VPN Set-up	25%

Technical Support and Services

Help desk services during the working hours are included at no additional charge.

Etan Industries, LLC also provides additional technical services at hourly rates. Customers can also require Etan Industries, LLC to provide operational help, such as the management of snapshots, configuration changes, help in disaster recovery tests, audits, or "smart hands" for different purposes.

Service	Customer Price
Support Services	Included
Technical Services (as defined by SOW) – Business Hours 8:00 AM Central – 5:00 PM Central, except State and Federal Holidays	$150/hour
Technical Services (as defined by SOW) – Non-business Hours	$225.00/hour